



SUSE® Linux Enterprise Server, Including Technical Support and Training

Customers, large and small, have already experienced the benefits of SUSE® Linux Enterprise Server, the world's most secure and scalable open source platform for enterprise computing. Now, as more and more small- and medium-sized businesses bring Linux* into their organizations, they are naturally looking for an easy-to-deploy and easy-to-maintain solution at a reasonable price.

Novell® understands the needs of this growing market and recommends SUSE Linux Enterprise Server bundled with Support and Training. When you subscribe to SUSE Linux Enterprise Server, you can choose to include either 12x5 or 24x7 support, along with the SUSE Linux Fundamentals training course—all at one convenient subscription price.

SUSE Linux Enterprise Server

SUSE Linux Enterprise Server empowers businesses to leverage Linux and open source by delivering a scalable, high-performance foundation for secure enterprise computing. Built for reliability, it offers comprehensive functionality to power today's networks and meet user demands. SUSE Linux Enterprise Server also supports a broad range of hardware platforms and leading software applications.

Through its unique and open management capabilities, you can easily install, deploy, configure, secure and update Linux servers anywhere on your network—significantly reducing IT costs.

SUSE Linux Enterprise Server is backed by Novell, giving you a reliable release cycle and a complete enterprise software ecosystem for Linux: technical support, training, consulting, indemnification and an extended partner network. The Novell commitment to open source, combined with our expertise in Linux integration, helps businesses of all sizes deploy Linux quickly and confidently.

Support

Novell is the world's leading provider of Linux support services, featuring the largest staff of skilled Linux engineers and support centers located across the globe. With a track record of more than 20 years in providing award-winning enterprise and partner support—including cutting-edge infrastructure, tools and processes—Novell offers exceptional response times, a customer-focused culture, honed escalation processes, and backing from industry-recognized and respected Linux developers. Novell recently won the coveted SCP certification—the only Linux support organization to do so.

■ **Solutions:**

Data Center

■ **Products:**

SUSE Linux Enterprise Server

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In March 2007, Lighthouse Research, an independent marketing research firm, conducted a survey to evaluate customer satisfaction with Linux-related technical support services provided by Novell, Oracle and Red Hat. Customers indicated higher satisfaction with Novell support when compared to satisfaction with Oracle and Red Hat in three important areas:

- Overall quality of service
- Time to reach a phone-based support engineer
- Support in mixed platform environments

Novell provides everything that a customer needs when deploying Linux—in any size business, for any kind of workload. To find a Novell partner to support your Linux environment, go to: www.novell.com/partnerlocator/index.jsp

Training

Companies worldwide are rapidly adopting open source technologies, particularly the Linux operating system. Novell ensures it will

be ready for these changes by including SUSE Linux Fundamentals (Course 3071), a \$396 value. This hands-on self-study course focuses on basic Linux concepts and key SUSE Linux Enterprise Server administration skills: using the Linux desktop, administering with the YaST utility, managing Linux directories and files, and much more.

Contact a Novell training partner to learn about other available training materials and classes: www.novell.com/partners/training/commercial/

Why SUSE Linux Enterprise Server Beats the Competition

Here's how SUSE Linux Enterprise Server, including Technical Support and Training compares to the competition. **Note:** all prices are Manufacturer's Suggested Retail Pricing (MSRP):

Support Level	SUSE Linux Enterprise Server, including Support and Training		Red Hat* Enterprise Linux v. 5	
	Standard	Priority	Standard	Premium
1 year	\$799 00662644466750	\$1,499 00662644466767	\$799 (RHEL 5 Server) \$1,499 (RHEL 5 Advanced Platform) RHF0314US	\$1,299 (RHEL 5 Server) \$2,499 (RHEL 5 Advanced Platform)
Documentation and Media	Yes	Yes	Yes	Yes
YaST or Red Hat Network	Yes	Yes	Yes	Yes
Product Updates	Yes	Yes	Yes	Yes
Telephone Support	Access	12x5	12x5	24x7 (for high severity)
	Max. Response Time	4 hours	4 hrs.–4 days P2–P4 1 hr.–P1	4 hrs.–4 days P2–P4 1 hr.–P1
Electronic Support	Access	24x7	24x7	24x7
	Max. Response Time	4 hours	4 hours to 4 days	4 hours to 4 days
Training		Includes advanced self-study training kit (\$495)	Includes advanced self-study training kit (\$495)	Additional cost

And here's how SUSE Linux Enterprise Server surpasses the competition:

	SUSE Linux Enterprise Server	Red Hat Enterprise Linux 5
Interoperability	Novell and Microsoft are actively working to improve interoperability between SUSE Linux Enterprise Server and Windows operating systems, thereby reducing data center costs for most customers. Interoperability between the two companies is around virtualization, data formatting, directory support and system management.	Red Hat has very little interoperability with Windows. It is limited to Microsoft Advanced Directory and one or two other minor efforts. Red Hat has no plans to work with Microsoft to improve interoperability with Windows to help reduce customer costs.
Technical support	Novell has over 20 years of enterprise experience supporting its platforms in heterogeneous environments. In a recent survey by Lighthouse Research in which customers were asked to compare Linux-based technical support from Novell, Oracle and Red Hat, Novell was an easy winner with overall higher quality of service and faster service.	Red Hat has little experience, when compared to Novell, for supporting its platforms in heterogeneous environments.
Virtualization	Novell was first to market with integrated hypervisor virtualization technology. It enables more guests than any other commercial operating system and is the only Linux vendor providing cross platform virtualization management tools.	Red Hat has lagged about eight months behind Novell in supporting virtualization. It has no value add data center-quality virtualization management tools such as Novell ZENworks Orchestrator.

Novell

Novell, Inc. (Nasdaq: NOVL) delivers Software for the Open Enterprise™. With more than 50,000 customers in 43 countries, Novell helps customers manage, simplify, secure and integrate their technology environments by leveraging best-of-breed, open standards-based software. With over 20 years of experience, more than 4,500 employees, over 3,000 partners and support

centers around the world, Novell helps customers gain control over their IT operating environment while reducing cost.

For More Information

If you have questions about this product, contact your local Novell channel representative, call the Novell Response Center at 888 321 4272, or read more details at: www.novell.com/linuxserverandservices

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Contact your local Novell
Solutions Provider, or call
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